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Johns Creek, GA 30022
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Eileen@Bodamer.com • www.Bodamer.com

REDACTED – FOR PUBLIC INSPECTION

June 28, 2016

VIA ELECTRONIC FILING

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

Re: WC Docket Nos. 10-90, 14-58
2016 ETC Annual Report of Thacker-Grigsby Telephone Company
Study Area Code 260419

Dear Secretary Dortch:

On behalf of Thacker-Grigsby Telephone Company, in accordance with the procedures outlined in the March 22, 2016 Protective Order, please find attached the FCC Form 481 filing, Redacted for public inspection. This filing is being made electronically via the FCC's Electronic Comment Filing System.

Please call or email me with any questions.

Sincerely,

A handwritten signature in black ink that reads "Eileen M Bodamer". The signature is written in a cursive, flowing style.

Eileen M Bodamer
770-649-1886

Enc.

FCC Form 481 - Carrier Annual Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	260419
<015>	Study Area Name	THACKER/GRIGSBY TEL
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Eileen Bodamer
<035>	Contact Telephone Number: Number of the person identified in data line <030>	7706491886 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	Eileen@Bodamer.com
Form Type		54.313 and 54.422

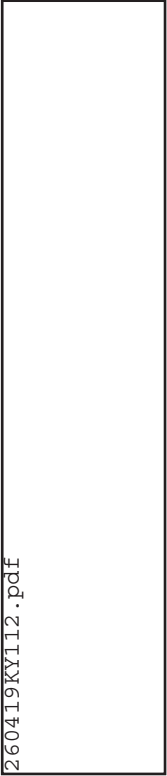
(100) Service Quality Improvement Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	260419
<015>	Study Area Name	THACKER/GRIGSBY TEL
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Bileen Bodamer
<035>	Contact Telephone Number - Number of person identified in data line <030>	7706491886 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Bileen@Bodamer.com

<110>	Has your company received its ETC certification from the FCC?	<input type="radio"/> (yes / no) <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing "5 year plan" filed with the FCC?	<input type="radio"/> (yes / no) <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.



Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	Yes
<114>	Report how much universal service (USF) support was received	Yes
<115>	How much (USF) was used to improve service quality and how support was used to improve service quality	Yes
<116>	How much (USF) was used to improve service coverage and how support was used to improve service coverage	Yes
<117>	How much (USF) was used to improve service capacity and how support was used to improve service capacity	Yes
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	Yes

**(200) Service Outage Reporting (Voice)
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<210> For the prior calendar year, were there any reportable voice service outages?

[illegible]

(300) Unfulfilled Service Request Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
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<010> Study Area Code	260419
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<039> Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com
<300> Unfulfilled service request (voice)	<div>0</div>
<310> Detail on attempts (voice)	<div>Name of Attached Document</div>
<320> Unfulfilled service request (broadband)	<div>0</div>
<330> Detail on attempts (broadband)	<div>Name of Attached Document</div>

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. <div>Offered only fixed voice</div>	
<410>	Complaints per 1000 customers for fixed voice	0.0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. <div>Offered only fixed broadband</div>	
<440>	Complaints per 1000 customers for fixed broadband	1.667
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	260419KY510.pdf

(600) Functionality in Emergency Situations Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	260419KY610.pdf

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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com
<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

[illegible]

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[illegible]

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com
<810>	Reporting Carrier	Thacker-Grigsby Telephone Company
<811>	Holding Company	Name Not Available
<812>	Operating Company	Thacker-Grigsby Telephone Company

[illegible]

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039> Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

(1000) Voice and Broadband Service Rate Comparability Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 260419KY1010.pdf

Name of Attached Document

<1020> Broadband comparability certification Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance 260419KY1030.pdf

Name of Attached Document

(1100) No Terrestrial Backhaul Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

“Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | |
|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2000) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support
- <2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support
- <2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 1 or Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing
Required Information

Name of Attached Document Listing
Required Information

(2000) Price Cap Carrier Additional Documentation (Continued)

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

Name of Attached Document Listing
Required Information

cap carrier used for capital expenditures in 2015.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

(3005) Rate Of Return Carrier Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--------------------------------------------------------------------------------	----------------------------------------------------------------------------------

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Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)		
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}	Yes - Attach Certification	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	260419KY3010B.pdf
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(iii)}	No - No New Community Anchors	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:			
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input checked="" type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	260419KY3017.pdf
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input type="radio"/> <input type="radio"/>
If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.		<input type="checkbox"/>
If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

(3005) Rate Of Return Carrier Additional Documentation (Continued)		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

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Financial Data Summary

- (3027) Revenue
- (3028) Operating Expenses
- (3029) Net Income
- (3030) Telephone Plant In Service(TPIS)
- (3031) Total Assets
- (3032) Total Debt
- (3033) Total Equity
- (3034) Dividends



(4005) Rural Broadband Experiment Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information

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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Eileen Bodamer
<035> Contact Telephone Number - Number of person identified in data line <030>	7706491886 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>Bodamer Consulting</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	<u>Bodamer Consulting</u>
Name of Reporting Carrier:	<u>THACKER/GRIGSBY TEL</u>
Signature of Authorized Officer:	<u>CERTIFIED ONLINE</u> Date: <u>06/28/2016</u>
Printed name of Authorized Officer:	<u>William Grigsby</u>
Title or position of Authorized Officer:	<u>President</u>
Telephone number of Authorized Officer:	<u>6067852227 ext.</u>
Study Area Code of Reporting Carrier:	<u>260419</u> Filing Due Date for this form: <u>07/01/2016</u>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	<u>THACKER/GRIGSBY TEL</u>
Name of Authorized Agent Firm:	<u>Bodamer Consulting</u>
Signature of Authorized Agent or Employee of Agent:	<u>CERTIFIED ONLINE</u> Date: <u>06/28/2016</u>
Name of Authorized Agent Employee:	<u>Eileen Bodamer</u>
Title or position of Authorized Agent or Employee of Agent	<u>Principal</u>
Telephone number of Authorized Agent or Employee of Agent:	<u>7706491886 ext.</u>
Study Area Code of Reporting Carrier:	<u>260419</u> Filing Due Date for this form: <u>07/01/2016</u>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

<220>

[illegible]

<010>	Study Area Code	260419
<015>	Study Area Name	THACKER/GRIGSBY TEL
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Eileen Bodamer
<035>	Contact Telephone Number - Number of person identified in data line <030>	7706491886 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

[illegible]

<010>	Study Area Code	260419
<015>	Study Area Name	THACKER/GRIGSBY TEL
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Eileen Bodamer
<035>	Contact Telephone Number - Number of person identified in data line <030>	7706491886 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com

<711>

[illegible]

<010>	Study Area Code	260419
<015>	Study Area Name	THACKER/GRIGSBY TEL
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Eileen Bodamer
<035>	Contact Telephone Number - Number of person identified in data line <030>	7706491886 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Eileen@Bodamer.com
<810>	Reporting Carrier	Thacker-Grigsby Telephone Company
<811>	Holding Company	Name Not Available
<812>	Operating Company	Thacker-Grigsby Telephone Company

[illegible]

Thacker-Grigsby Telephone Company
260419KY112

Five Year Network Improvement Plan

REDACTED

Thacker-Grigsby Telephone Company
260419KY510

Thacker-Grigsby Telephone Company
47 CFR§54.313(a)(5) Certification that it is complying with applicable service quality
standards and consumer protection rules
For voice and broadband services

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.” The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.² In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”

Thacker-Grigsby Telephone Company (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under the Kentucky Revised Statutes (KRS) and Kentucky Administrative Regulations (KAR). These obligations include, but are not limited to, the following:

(1) filing a Local Exchange Tariff pursuant to the requirements of KRS Chapter 278.541 to 278.544 and 807 KAR 5:011, which discloses rates, terms and conditions of service to customers;

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at 71.

Thacker-Grigsby Telephone Company
260419KY510

(2) adherence to Kentucky state consumer protection requirements governing telephone providers which include Consumer protections as identified in KRS Chapter 278.546, Pricing Procedures as illustrated in KRS Chapter 278.542(1), and Compliance with Anti-Slamming Procedures as adopted in KRS Chapter 278.535;

(3) truth-in-billing requirements as required in 807 KAR 5:061, Section 13;

(4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy; and

(5) Records maintenance and service objectives reporting required under 807 KAR 5:061, Section 4 (4) related to the following: i) Provision of Service – 807 KAR 5:061, Section 10(1); ii) Dial Service Requirements – 807 KAR 5:061, Section 15(1) and (2); iii) Answering Time – 807 KAR 5:061, Section 22(1) and (2); and iv) Service Interruption – 807 KAR 5:061, Section 25(3) and (4).

The Company actively complies with state and federal consumer protection requirements for broadband services as may apply. Per its understanding of its requirements, the Company discloses its network management practices, performance, and commercial terms of service to its existing and potential subscribers.

Thacker -Grigsby Telephone
260419KY610

Thacker-Grigsby Telephone Company
Demonstration of Ability to Function in Emergency Situations
Voice and Broadband Services
47, Part 54, Subpart C, §54.202(a)(2)

Thacker-Grigsby Telephone Company (“Company”) hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ as well as and the Kentucky Administrative Regulations, 807 5:061, Section 24. The Company’s network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2).

The Company supports both its broadband and voice networks by deploying battery back-up capability throughout its network that allows it to remain fully operational even when power outages preclude use of an external power source. Each central office building is supplied with standby generators and battery back-up that enable the central office to keep running for at least the minimum of four (4) hours. The Company has battery backup at all office locations and in its electronic equipment sites. In addition to battery back-up at all critical network element locations, the Company has standby generators, fueled by propane and /or natural gas, capable of running at least one week before refueling would be necessary. All stand-by generators are automatically exercised once a week. If a generator malfunction occurs during test mode or during a power outage, it sends an alarm through the Company’s central office alarm system and

¹ (1) Each telephone utility shall have a written plan to meet service emergencies resulting from failures of power service, sudden and prolonged increase in traffic, fire, storm, or acts of God. Each telephone utility shall train employees in procedure to be followed in an emergency. (2) All central offices and toll centers shall adequately provide for emergency power. Each central and/or toll office shall have a minimum of four (4) hours of battery reserve. In exchanges exceeding 5,000 lines and in toll offices, a permanent auxiliary power unit shall be installed. In offices without installed emergency power facilities there shall be a mobile power unit available of suitable capacity which can be delivered and connected within two (2) hours, or one-half (1/2) the battery reserve time, whichever is greater.

Thacker -Grigsby Telephone
260419KY610

its technical staff is immediately notified. Many non-critical network elements also have permanent standby generators as described above. Any non-critical location which does not have a permanent standby generator has a suitable size mobile power unit available which can be operational at the site within one hour.

Critical portions of the Company's voice and broadband networks are fully redundant and / or operate in a self-healing ring configuration for instantaneous redirection of traffic / connectivity in the event of facility damage. This ability to change its call routing also allows the Company to manage traffic spikes throughout its network, as emergency situations require. The Company uses alternate carriers for broadband network diversity wherever practical.

Additionally, the Company maintains a written plan in place to meet service emergencies resulting from failures of power service, sudden and prolonged increase in traffic, fire, storm, or acts of God, and has trained employees on emergency procedures.

260419KY1010

Thacker-Grigsby Telephone Company

**Thacker-Grigsby Telephone Company
Certification with 47 C.F.R. § 54.313**

Pursuant to 47 C.F.R. § 54.313 Thacker-Grigsby Telephone Company is required to provide:

A letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.

The basic residential voice service benchmark rate is no more than \$41.07.¹ As shown below, the company is below this rate as of June 1, 2016.

Basic Exchange Service:	\$ 14.00
KY USF Support	\$ 0.14
FCC Subscriber Line Charge	\$ 6.50
FCC Access Recovery Charge	<u>\$ 2.00</u>
Total Charge	\$ 22.64

¹Public Notice, DA 16-362, released April 5, 2016

260419KY1030

Thacker-Grigsby Telephone Company

**Thacker-Grigsby Telephone Company
Certification with 47 C.F.R. § 54.313(a)(12)**

Pursuant to 47 C.F.R. § 54.313(a)(12) Thacker-Grigsby Telephone Company is required to provide:

A letter certifying that it offers broadband service at rates that are at or below the relevant reasonable comparability benchmark, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau.¹

Download Speed (Mbps)	Upload Speed (Mbps)	Usage Allowance	Company rate	2016 Benchmark	2015 Benchmark
10	1	Unlimited	\$77.50	\$75.20	\$77.80

As shown above, the company’s broadband offering is within 3% of the relevant benchmark. Given the cost of serving in Kentucky and its highly rural area, this is reasonably comparable to the 2016 benchmark and below the 2015 benchmark against which the company had previously indexed.

¹Public Notice, DA 16-362, released April 5, 2016

Thacker-Grigsby Telephone Company, Inc.

P. S. C. KY. NO. 3
Part II
4th Revised Sheet 40

General Exchange Services Tariff
Lifeline

A. Description of Service

1. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service for qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State Joint Board recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996 and FCC Lifeline Reform Order 12-11. Specific terms and conditions are as prescribed by the Kentucky Public Service Commission and are as set forth in this tariff.
2. Lifeline is supported by both the federal and state universal service support mechanisms.
 - a. The state universal service support mechanism will be funded by a Kentucky Public Service Commission approved charge on all customers' bills. The line item shall be shown on the customers bills as "Kentucky Lifeline Support." The Company will bill the charges as prescribed by the Kentucky Public Service Commission.
3. The total support of \$13.00 is available for each Lifeline service and is passed through to the subscriber. The amount of credit funded by the state is \$3.50 with the remaining \$9.50 to be collected from the federal fund. The Lifeline credit is to be applied only to total of the local service charge and the federal subscriber line charge. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage. In event the full credit is not taken, any lesser amount should be prorated on the basis of two parts from the state fund to one part from the federal fund for amounts in excess of the federal baseline support of \$5.25. The total support will be reduced to \$12.75, effective June 1, 2012. The total amount of credit from the federal fund will be reduced to \$9.25, effective June 1, 2012.

C, R

Issued: March 27, 2012

Effective: April 1, 2012

By: 
William K. Grigsby, Vice-President/GM



Thacker-Grigsby Telephone Company, Inc.

P. S. C. KY. NO. 3
Part II
3rd Revised Sheet 41

General Exchange Service Tariff
Lifeline (continued)

B. Regulations

1. General

- a.
- b. One low income credit is available per Household, and is applicable to the primary residential connection only. A Household is defined as any individual or group of individuals living together at the same address as one economic unit and may include related and unrelated persons. An economic unit consists of all adults contributing to and sharing in the income and expenses of a household. An adult is any person eighteen years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered to be part of the same household as their parents or guardians.
- c. A Lifeline customer may subscribe to any local service offering available to other residence customers.
- d. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.
- e. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
- f. The federal primary interexchange carrier charge (PICC) will not be billed to Lifeline customers who subscribe to toll blocking and do not presubscribe to a long distance carrier.
- g. A lifeline subscriber's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local and miscellaneous service in accordance with Part I of this Tariff. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.
- h. Lifeline is not available for resale.

Issued: March 26, 2012

Effective: April 1, 2012

By: 
William K. Grigsby, Vice-President/GM



Thacker-Grigsby Telephone Company, Inc.

P. S. C. KY. NO. 3
Part II
4th Revised Sheet 42

General Exchange Services Tariff
Lifeline (continue)

2. Eligibility

- a. To be eligible for a Lifeline credit, a customer must be a current recipient of any one of the following low income assistance programs.
 1. Supplemental Security Income
 2. Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps
 3. Medicaid
 4. Federal public housing/Section 8
 5. Low Income Home Energy Assistance Program (LIHEAP)
 6. Temporary Assistance to Needy Families Program (TANF)
 7. National School Lunch's Free Lunch Program
 8. Income at or below 135% of Federal Poverty Guidelines, effective June 1, 2012.
- b. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

3. Certification

- a. Proof of eligibility as required by the Kentucky Public Service Commission in any of the qualifying low income programs should be provided to the Company at the time of application for service. The Lifeline credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.
- b. Proof of eligibility shall be in the form of an affidavit, certifying under penalty of perjury, that the subscriber is receiving benefits under one of the qualifying programs, is not already receiving a Lifeline benefit, will notify the carrier within 30 days if the subscriber is no longer eligible or moves to a new address and the subscriber acknowledges the re-certification requirement which can result in de-enrollment if not completed. It is the customer's responsibility to notify the Company when the customer is no longer participating in any of the qualifying programs.

Issued: March 26, 2012

Effective: April 1, 2012

By: 
William K. Grigsby, Vice-President & GM



Thacker-Grigsby Telephone Company, Inc.

P. S. C. KY. NO. 3
Part II
First Revised Page 42a

General Exchange Services Tariff
Lifeline (continue)

- c. The company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to the purpose directly connected with the administration of the Lifeline plan.
- d. When a customer is determined to be ineligible as a result of an audit, the company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.

C. Rates and Charges

1. General

- a. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
- b. Service charges in Part II are applicable for installing or changing Lifeline service.

2. The lifeline credit passed through to the customer consists of

a. Total Federal and State Credit, one per Lifeline

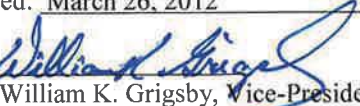
	Monthly Credit*
1. Supplemental Security Income (SSI)	\$13.00
2. Supplemental Nutrition Assistance Program former known as Food Stamps	\$13.00
3. Medicaid	\$13.00
4. Federal public housing, Section 8	\$13.00
5. Low Income Home Energy Assistance Plan (LIHEAP)	\$13.00
6. Temporary Assistance to Needy Families Program (TANF)	\$13.00
7. National School Lunch's Free Lunch Program	\$13.00
8. Income at or below 135% of Federal Poverty Guidelines, effective June 1, 2012.	\$13.00

*Monthly credit will be reduced to \$12.75, effective June 1, 2012.

3. Kentucky Lifeline Support surcharge as prescribed by the Kentucky Public Service Commission per month per access line.

Issued: March 26, 2012

Effective: April 1, 2012

By: 
William K. Grigsby, Vice-President & GM



Thacker Grigsby Telephone Company
Lifeline Eligibility Consumer Affidavit

Applicant Name: _____

Date of Birth: _____ SSN (last 4 digits): _____

Service Address:

Number Street (Apt. No) City State Zip

Is this a temporary address? ☐ Yes ☐ No Telephone No. _____

Billing Address if different from Service Address

Number Street (Apt. No) City State Zip

Billing Name on Account if different from Applicant: _____

I am applying or recertifying for Lifeline benefits based on one of the following eligibility criteria:

I am currently enrolled in an eligible program [check applicable boxes below]

- ☐ Supplemental Nutrition Assistance Program (SNAP, Food Stamps) ☐ Temp. Asst. to Needy Families (TANF)
☐ Supplemental Security Income (SSI) ☐ National Free School Lunch Program (NSL)
☐ Low Income Home Energy Assistance Program (LHEAP) ☐ Low Income Federal Housing
☐ Emergency Aid to the Elderly, Disabled and Children (EAEDC) ☐ Medicaid
☐ Transitional Aid to Families with Dependent Children (TAFDC) ☐ Bureau of Indian Affairs General Assistance
☐ Tribal offerings (Head Start or Food Distribution Program)

Or

I meet income eligibility requirements [complete qualification information below]

☐ My household is at or below 135% of the Federal Poverty Level. No. in Household: _____

Household Size (2014 data)	135% of Federal Poverty Levels
1	\$16,038
2	\$21,627
3	\$27,216
4	\$32,805
5	\$38,394
6	\$43,983
7	\$49,586
8	\$55,202
Add for each additional person after 8	\$5,616

Certifications Required for Lifeline Participants

a. I understand that Lifeline is a federal benefit and that willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.

Customer initials: _____

b. I understand that only one Lifeline service is available per household (as defined as any individual or group of individuals who live together at the same address and share income and expenses) and a household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the Commission's rules and will result in the de-enrollment from the Program.

Customer initials: _____

Continued on Page 2

c. I understand that I may not transfer my Lifeline benefit to any other person.

Customer initials: _____

d. I further understand and consent that the data included in my application will be divulged to USAC and/or its agents for purposes of verification that I am only in receipt of one lifeline benefit.

Customer initials: _____

I certify under penalty of perjury, to the following: I meet the income or program-based eligibility criteria for receiving Lifeline service as provided for herein. I further certify that I will notify Thacker Grigsby Telephone Company within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline including if another member of my household begins receiving a Lifeline benefit. My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service. The information contained in this affidavit is true and correct to the best of my knowledge. I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law. I understand that I may be required to recertify my eligibility for Lifeline at any time, and my failure to recertify as to my continued eligibility will result in de-enrollment and the termination of the subscriber's Lifeline benefits pursuant to federal law §54.405(e)(4).

Applicant Signature: _____ Date: _____

Required Support

If you indicated enrollment in an **eligible program**, along with this application, please attach a photocopy (do not send an original) or fax or email of one of the following to us:

- Your current or prior year's statement of benefits from a qualifying state, federal or Tribal program; *or*
- A notice letter of participation in a qualifying state, federal or Tribal program; *or*
- A program participation document, for example, benefit card; *or*
- An official document indicating your participation in a qualifying state, federal or Tribal program

If you indicated enrollment due to Household Income below the **Federal Poverty Level**, along with this application, please attach a photocopy (do not send an original) or fax or email of one of the following to us:

- Your prior year's state, federal or Tribal tax return; *or*
- Current income statement from an employer or paycheck stub; *or*
- Social Security statement of benefits; *or*
- A Veterans Administration statement of benefits; *or*
- A retirement or pension statement of benefits; *or*
- An Unemployment or Workmen's Compensation statement of benefits; *or*
- Federal notice letter of participation in General Assistance; *or*
- A divorce decree; *or*
- A child support award; *or*
- Other official document containing income information

If you provide documentation that does not cover a full year (such as current pay stubs), you must submit three (3) consecutive months worth of the same type of document from the previous 12 months

Thacker Grigsby Telephone Company

PO Box 1410 *or* 2742 Hwy 550 E.
Hindman, KY 41822

Phone number: (606) 785-9500
Fax number: (606) 785-9521
Email: tgtel@tgtel.com

260419KY3010b

Thacker-Grigsby Telephone Company

**Thacker-Grigsby Telephone Company
Certification with 47 C.F.R. § 54.313(f)(1)(i)**

Pursuant to 47 C.F.R. 54.313(f)(1)(i) Thacker-Grigsby Telephone Company is required to provide:

A letter certifying that it is taking reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream / 1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas as determined in an annual survey, and that requests for such service are met within a reasonable amount of time.

Thacker-Grigsby Telephone Company is taking reasonable steps upon reasonable request to provide broadband service at actual speeds of at least 10 Mbps downstream / 1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol. Its service is provided without usage limits and is reasonably comparable to comparable offerings in urban areas as determined in an annual survey. Requests for 10/1 service are met within the company's standard installation interval.

Thacker-Grigsby Telephone Company
260419KY3017

Financial Data

REDACTED

Thacker-Grigsby Telephone Company
260419KY3017

Financial Data

REDACTED